



May 26, 2021

Mr. Steve Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Ave, Department 408
Bismarck, ND 58505-0480

Re: Eligible Telecommunications Carrier 2020 Annual Report - Rule 69-09-05-12.1

Dear Mr. Kahl:

Citizens Telecommunications Company of Minnesota, LLC hereby files the attached Eligible Telecommunications Carrier 2020 Annual Report, pursuant to Rule 69-09-05-12.1.

Please contact me at (952) 491-5534 or (612) 562-7183 if you have questions.

Sincerely,

A handwritten signature in black ink that reads "Scott Bohler". The signature is written in a cursive, slightly slanted style.

Scott Bohler

Manager, Government and External Affairs
2378 Wilshire Blvd.
Mound, MN 55364
scott.bohler@ftr.com

Citizens Telecommunications Company of Minnesota, LLC -
Oslo Exchange Annual Report

1. a) Amount of High-Cost Universal Service Support received in 2020.

Citizens Telecommunications Company of Minnesota, LLC (CTC MN) serves 32 North Dakota residents. The North Dakota residents are served from the Oslo central office that is located in Minnesota and is in Study Area Code (SAC) 361123, which includes geographic areas in both Minnesota and North Dakota and includes about 41,185 customers. In 2020 for SAC 361123, CTC MN and its affiliates received \$27,551,364¹ from the Connect America Fund Phase II program which, includes \$18,747 of CAF II support for 15 eligible locations in North Dakota.

b) How was the support used in 2020 for provision, maintenance, or upgrading?

There were no specific construction projects for the 32 North Dakota customers.

c) Any changes for reports previously filed?

No, CTC-MN has elected to participate in the Federal Communications Commission's CAF Phase II program, and as a result no longer receives any Frozen High-Cost Support or Connect America Fund Intercarrier Compensation.

d) Estimate amount of High-Cost Universal Service Support the carrier expects to receive in 2022.

None.

e) How will the support in 2022 be used for provision, maintenance, or upgrading?

If any support is received in 2022 it will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended.

¹ The \$27,265,386 received from the Connect America Fund Phase II program is applicable to CTC-MN study area codes 361123 / 367123 and Frontier Communications of Minnesota, Inc study area code 361367.

- f) Identify specific construction or upgrade projects, how will the service be improved by each project, and what is the start and completion date for each project. Also, what is the amount of investment for each project, the geographic area of each improvement, and the estimated population that will be served?**

There are no specific projects for the 32 North Dakota customers.

NOTE: This information has to be submitted at the study area level if the carrier is an ILEC. For other eligible carriers the information has to be submitted at the ILEC study area level. If a study area or designated service area includes geographic areas in more than one state, the information must also be submitted at the North Dakota level.

The North Dakota customers are part of the Minnesota study area.

- 2. Detailed information on any outage, as that term is defined in 47 C.F.R. section 4.5, of at least thirty minutes in duration for each designated service area for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect at least ten percent of the end users served in a designated service area, or a 911 special facility, as defined in 47 C.F.R. section 4.5(e).**

There were no reportable outages in 2020.

- 3. The number of requests for service from potential customers within the designated service area that were unfulfilled during the past year.**

There were no requests for service from potential North Dakota customers within the designated service area (SAC 361123) that were unfulfilled during 2020 by CTC MN.

- 4. The number of complaints per one thousand handsets.**

CTC MN received one North Dakota customer complaint during 2020 which represents 0.02 complaints per one thousand handsets.

- 5. Does the carrier comply with applicable service quality standards and consumer protection rules?**

CTC MN complies with applicable service quality standards and consumer protection rules.

6. Is the carrier able to function in emergency situations?

CTC MN is able to remain functional in an emergency situation through the use of back-up power to ensure functionality without an external power source. CTC MN has backup battery reserve in its central office, which enables it to provide service for a minimum of eight hours.

7. Does your company offer a local usage plan? If so, and if you are a CETC, is this plan comparable to that offered by the incumbent LEC in your designated area?

CTC MN offers local exchange service on a flat-rate unlimited usage basis but not on a measured usage basis. CTC MN is the incumbent carrier.

8. Does your company acknowledge that the FCC may require it to provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area?

CTC MN acknowledges that it may be required to provide equal access to long distance carriers in the event that no other ETC is providing equal access within the service area.